

9 August 2023



The Rt. Hon. Michael Gove MP
House of Commons
LONDON
SW1A 0AA

Royal Mail Headquarters
185 Farringdon Road
LONDON
EC1A 1AA

Dear Mr Gove

Thank you for your recent communications regarding mail deliveries to addresses in your Surrey Heath constituency by Camberley Delivery Office.

I have spoken with the Regional Operations Director who covers the GU15, GU16 and GU17 postcode areas. He has advised that mail deliveries to addresses in these postcode areas have been affected over recent weeks due to a c.30 per cent of colleagues being away from work through sickness. This has unfortunately impacted mail deliveries. I am very sorry for the obvious impact this will have had on your constituents.

The team are doing everything they can to improve the service in Camberley as quickly as possible. We are utilising agency support and have transferred the delivery of large format parcels to Goldsworth Park Delivery Office meaning those colleagues in Camberley on dedicated parcel routes have been freed up to deliver letters and small parcels. As a result, we are delivering to addresses in Camberley at least every other day to maximise the delivery frequency for customers and avoid a backlog.

We are working hard to further improve the service to customers in Camberley over the coming weeks so that we deliver consistently six days a week to all addresses.

If I can be of any further assistance, please do not hesitate to contact me. Equally, if you feel that it would be helpful to have a meeting with the local operational leadership, I would be happy to facilitate that.

Yours sincerely



Michael Hogg
Senior Public Affairs Manager

CC - Curzon House, Church Road, Windlesham GU20 6BH